

# Performance Update for Senior Leadership Team - December 2018

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

December 2018

Region	Circuit	Reports Received <sup>1</sup>		Investigations Commenced Within 24 Hours (Target = 99%)		Victims Seen Within 24 Hours (Target = 93%)		Initial ASAs Submitted Within 6 Days (Target = 98%)		Investigations Closed Within 60 Days (Target = 99%)	
		Current	Previous <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	181	169	99.25%	99.35%	94.52%	96.02%	100.00%	100.00%	99.25%	96.08%
NWR	2	116	132	99.07%	100.00%	95.31%	95.73%	99.07%	99.25%	100.00%	99.25%
NWR	14	59	74	100.00%	100.00%	96.00%	89.58%	100.00%	98.92%	100.00%	88.17%
NWR		356	375	99.31%	99.74%	95.06%	94.50%	99.65%	99.47%	99.65%	95.26%
NER	3 & 8	156	146	99.15%	100.00%	99.19%	98.53%	100.00%	100.00%	100.00%	99.12%
NER	4	212	204	100.00%	100.00%	99.46%	99.22%	100.00%	99.21%	100.00%	100.00%
NER	7	202	248	100.00%	99.47%	97.83%	98.95%	99.53%	98.95%	100.00%	100.00%
NER		570	598	99.80%	99.77%	98.70%	98.69%	99.80%	99.30%	100.00%	99.77%
CNR	5	269	304	100.00%	100.00%	99.66%	100.00%	99.63%	100.00%	100.00%	100.00%
CNR	9	257	274	100.00%	100.00%	98.25%	97.35%	100.00%	100.00%	100.00%	99.53%
CNR	10	129	175	100.00%	100.00%	98.15%	96.50%	100.00%	99.21%	100.00%	100.00%
CNR	18	222	206	100.00%	100.00%	99.00%	99.09%	100.00%	100.00%	100.00%	100.00%
CNR		877	959	100.00%	100.00%	98.87%	98.50%	99.88%	99.76%	100.00%	99.87%
SCR	6	403	414	99.71%	99.39%	98.09%	96.02%	100.00%	100.00%	100.00%	100.00%
SCR	12	143	128	99.13%	99.12%	90.91%	96.58%	100.00%	99.12%	97.39%	100.00%
SCR	13	234	252	99.47%	100.00%	95.02%	95.35%	100.00%	99.51%	100.00%	100.00%
SCR	20	202	189	100.00%	100.00%	98.09%	97.44%	100.00%	100.00%	100.00%	100.00%
SCR		982	983	99.62%	99.64%	96.33%	96.25%	100.00%	99.76%	99.62%	100.00%
SER	15	220	259	100.00%	99.54%	95.09%	94.25%	98.56%	99.08%	94.74%	95.41%
SER	17	281	300	100.00%	100.00%	98.69%	97.96%	100.00%	100.00%	100.00%	99.63%
SER	19	123	112	100.00%	100.00%	96.49%	97.44%	99.00%	99.06%	99.00%	100.00%
SER		624	671	100.00%	99.83%	97.05%	96.55%	99.50%	99.50%	98.00%	98.16%
SNR	11	271	264	100.00%	100.00%	98.23%	98.39%	100.00%	100.00%	100.00%	99.56%
SNR	16	7	1	100.00%	100.00%	83.33%	90.91%	100.00%	100.00%	100.00%	100.00%
SNR		278	265	100.00%	100.00%	97.92%	98.08%	100.00%	100.00%	100.00%	99.58%
State		3,687	3,851	99.82%	99.82%	97.47%	97.09%	99.82%	99.66%	99.51%	99.02%
	% Inc./Dec. vs. Prev. Month	-4.26%									

### Statewide Services and Wait Lists

HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
669	669	998	1,001	1,564	1,592	285	289	98.84%	99.08%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population

Abuse Rate Among Persons with Disabilities per 1,000		Abuse Rate Among Elderly Persons, per 1,000	
Current	Previous	Current	Previous
0.11	0.11	0.12	0.11

<sup>1</sup> Data in "Previous" columns represents November 2018, unless otherwise noted.

<sup>2</sup> Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

  indicates missing target by one-half percent or less  
  indicates missing target by more than one-half percent

Adult Protective Services -- Monthly Key Indicators  
December 2018

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.2%	12/18	-0.6%	98.9%	11/18	98.5%	97.9%	98.2%	98.2%	98.2%	98.5%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.5%	12/18	-0.2%	99.6%	11/18	100.0%	100.0%	100.0%	100.0%	99.0%	99.3%
API Workload	Initial + Additional Reports Received	M		3,687	12/18	-4.3%	3,851	11/18	356	570	877	982	624	278
	Investigations (Initial Reports) Completed	M		3,537	12/18	-1.6%	3,596	11/18	301	551	894	871	628	292
	Average Active Investigations per API	M-PIT	15.0	12.7	1/7/2019	0.8%	12.6	12/10/2018	10.7	13.6	14.2	8.9	15.4	14.9
	Active Investigations	M-PIT		3,164	1/7/2019	3.1%	3,069	12/10/2018	272	542	907	529	617	297
	Investigations Open Over 60 Days "Backlog"	M-PIT		19	1/7/2019	72.7%	11	12/10/2018	0	3	1	2	13	0
	API Vacancies	M-PIT		10	1/7/2019	-9.1%	11	12/10/2018	0	1	1	4	2	2
	Total API FTEs			290	1/7/2019	0.0%	290	12/10/2018	29	43	69	73	49	27
	% Vacant				1/7/2019	-100.0%	1.4%	12/10/2018	0.0%	2.3%	1.4%	5.5%	4.1%	7.4%
	Actual Operational Capacity			249.3	1/7/2019		244.5	12/10/2018	25.5	40	64	59.75	40	20
	Percent Total Workforce Capacity			85.9%	1/7/2019		84.3%	12/10/2018	87.93%	93.02%	92.75%	81.85%	81.63%	74.07%